

California Highway Patrol (CHP) Community Services Survey



INTRODUCTION:

In an ongoing effort to monitor and improve the services it provides to the public, the CHP is requesting your assistance in evaluating its performance. Please take a few moments to carefully and thoroughly answer the questions below. By completing this survey, you will enable the CHP to address your concerns, develop solutions to potential problems and better serve the needs of the community. Thank you.

NAME (LAST, FIRST, M.I.)	PHONE NUMBER	BEST TIME TO CONTACT
ADDRESS (STREET, CITY, STATE, ZIP CODE)		E-MAIL ADDRESS

1. When was your most recent CHP contact? (If your answer is "None", please go to question #6)

- ☐ Less than 30 days ☐ 1 - 3 Months ☐ 4 - 6 Months ☐ 7 - 12 Months ☐ More than 1 Year ☐ None

2. How did you come in contact with a CHP employee? (Please check one)

- ☐ In Person ☐ By Telephone ☐ By E-mail ☐ By Letter or Fax ☐ By Call Box ☐ Other _____

3. Please indicate the city or county where the contact was made _____

4. Which of the following statements best describes your experience with your CHP contact? (Please check one)

- ☐ The CHP exceeded my expectations
☐ The CHP met my expectations
☐ The CHP did not meet my expectations

5. How would you best describe the last contact/service you received in the following areas? (Please check one accordingly)

	<u>Very Satisfied</u>	<u>Satisfied</u>	<u>Dissatisfied</u>
Ability to contact the CHP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Response time	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Needs met or problem resolved?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. What suggestions do you have to improve CHP services in your community? (For specific traffic safety issues please provide an address or other area identifiers, e.g., more patrol on 6th Street between Dool and Encinas Avenue.) If more space is needed, continue on next page.

7. Please indicate the county or city where you reside _____

Did you know?

The California Highway Patrol (CHP) is the statewide law enforcement agency responsible for enforcing traffic safety laws on all freeways within California as well as highways within unincorporated county areas.

The CHP has four organizational values. They are: **Fairness, Equitable Treatment for All, Respect for Others, and Ethical Practices.** These values support our policy that all employees of the CHP have a duty to observe, respect, and protect the constitutional rights of every person they contact. In accordance with CHP policy, no person shall be subjected to any stop, detention, or search by any officer when such stop, detention, or search is based on the person's race, color, sex, or national origin. These principles are the cornerstone of our commitment to the public we serve.

If you would like to learn more about the CHP's community partnerships programs and career opportunities, please visit one of our local offices or our Web site at **www.chp.ca.gov**.

#6 (Continued)
